

March 3, 2011

Senator John Fonfara

Representative Vickie Nardello

Co-Chairs, Energy and Technology Committee

Room 3900, Legislative Office Building

Hartford, CT 06106

Re: H.B. 6458 (Raised), LCO No. 3708, An Act Concerning Periodic Review of Video Providers

Dear Committee Members,

As Manager of Government Access Television for the Town of Wallingford (Town), I wish to express my appreciation to the Committee and its staff for allowing me to represent the Town and our facility in this legislative proceeding.

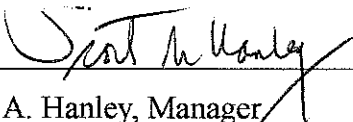
The Town supports the intent of Raised Bill No. 6458. The bill establishes a reasonable mechanism for the evaluation of video provider performance. It gives consumers, community access television providers and others an opportunity to identify issues of concern that cannot be addressed under existing statutes or regulations. While Public Act 07-253 established a modicum of protection for customers [CGS Sec. 16-331u], and the extension of several provisions regarding community access programming [CGS Sec. 16-331h, Sec. 16-331s.], a method to uniformly track performance in all areas of operation is essential. As provided for in this bill, the review may include areas of fulfillment that are not now specifically subject to a complaint procedure. The Town hopes that the bill will give the Department of Public Utility Control full authority to take administrative notice of all complaints filed and act upon them individually and by class of complaint. Such authority should not only compel companies to properly document all efforts to comply with applicable state and federal guidelines, it should also encourage more stringent internal assessments of performance, thus benefiting the customer.

The Town believes that the biennial review period specified in the raised bill is appropriate. Evidence is mounting that frequent changes in technology do not necessarily improve marketplace conditions for consumers. The Department needs to be able to regularly assimilate those changes and assess their impact on video service subscribers and community television operations.

Thank you for your consideration of my comments.

Respectfully submitted,

TOWN OF WALLINGFORD

By: 

Scott A. Hanley, Manager
Division of Government Access Television